# MEMORANDUM

## State of Alaska

**Department of Transportation & Public Facilities**
**Alaska Marine Highway System**

**TO**: All AMHS Employees

**FROM**: Captain John F. Falvey, Jr.
General Manager, AMHS

**DATE**: October 7, 2020

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**SUBJECT**: Accessing the AMHS Internal Resources website

## REFERENCES

- ALASKA MARINE HIGHWAY SYSTEM (AMHS) HOME PAGE: FerryAlaska.com

- AMHS INTERNAL RESOURCES WEB SITE:
  https://dot.alaska.gov/amhs/employee/index.shtml

## PURPOSE

The purpose of this memo is to remind employees how and why to access the Alaska Marine Highway System Internal Resources website. This website is for **all AMHS employees**, both shore side and vessel staff, whether they are on duty or not. The Internal Resources website is unique in that it offers easy access to AMHS, State of Alaska and Department of Transportation information and resources in one convenient location.

AMHS Internal Resources is a central location (repository) for documents and links. It should be considered each employee's "**go-to**" location to find guidance when working for AMHS. Please note that this location contains items that are updated by management on a regular basis and that local copies of these resources are out of date once printed. **Users should refer often to a digital resource rather than a printed copy to be sure they have the latest information.** The following is a list of items that you will find shortcuts to through the simplified navigation:

- **Link to Paystubs**
- Training Course Calendar
- Credential Compliance Lists
- All Employee Memos
- **Vessel Crew Schedules**
- AMHS, SOA and DOT Forms
- Payroll Contacts

- Dispatch Contacts
- **Links to USCG Website**
- Customer Service Policies
- Passenger Service Policies
- **Drug & Alcohol Policy**
- New Employee Handbook
- Master's Action Circulars

- Educational Links
- Visual Standards (LOGO)
- Minimum Qualifications
- IRIS Use Information
- **Training Resources**
- Links to Union Contracts
- SOA Employee Resources

# ACCESSING THE INTERNAL RESOURCES WEBSITE

**Username and Password:** Employees may access the site using either 1) their State issued Username (typically your first and middle initals followed by your last name; ie. Jlsmith is the Username for Jane/John L. Smith) and Password or 2) their vessel work station Username and Password. The password is the same password used to access your online paystubs, SOA webmail account, and other restricted SOA websites. Usernames never change, but Passwords are only valid for a <u>maximum</u> of 90 days for security reasons. Passwords may be changed by the employee at any time during their 90 day validity period and employees are expected to maintain their password at all times during their employment. The following provides guidance on how to retrieve your Username and Password:

- **Terminal Employees:** Ask your Terminal Manager to submit an AMHS Help Desk Ticket
- **Vessel Workstation Accounts:** Submit an AMHS Help Desk Ticket from the workstation
- **Vessel Employees:** Contact the Password Reset Desk, call 907-334-2525
- **All other Employees:** Ask your supervisor for assistance

**Access the Website:** To gain access to Internal Resources, go directly to the site with the link below or use the shortcut found in the footer of the AMHS website at FerryAlaska.com.

- The AMHS Internal Resources web address is
  https://dot.alaska.gov/amhs/employee/index.shtml
- Alternately, use the quick link found in the footer at FerryAlaska.com (Figure 1) (Easiest!)
- A box will appear requesting your Username and Password (Figure 2)

**Figure 1**

**Figure 2**



Windows Security

× 

iexplore

The server dot.alaska.gov is asking for your user name and password.

That server also reports: "DOTPF Employees".

User name

Password

☐ Remember my credentials

OK    Cancel

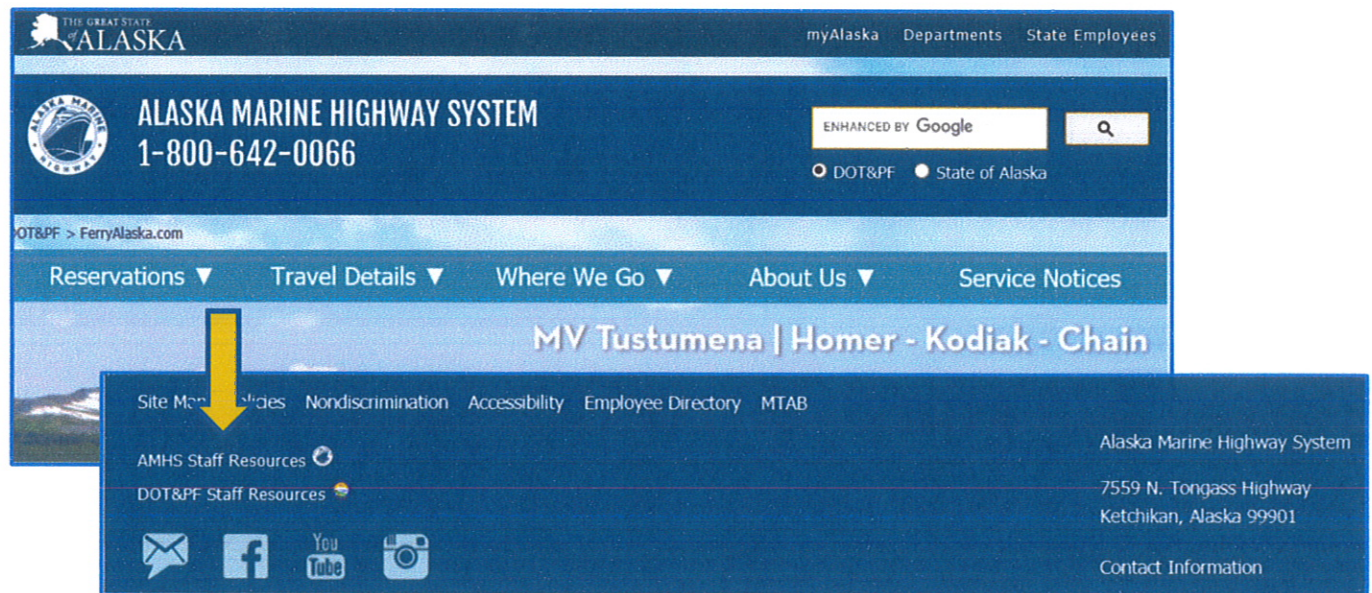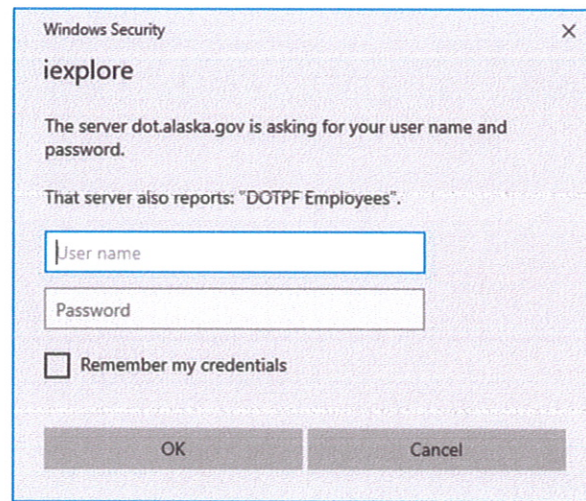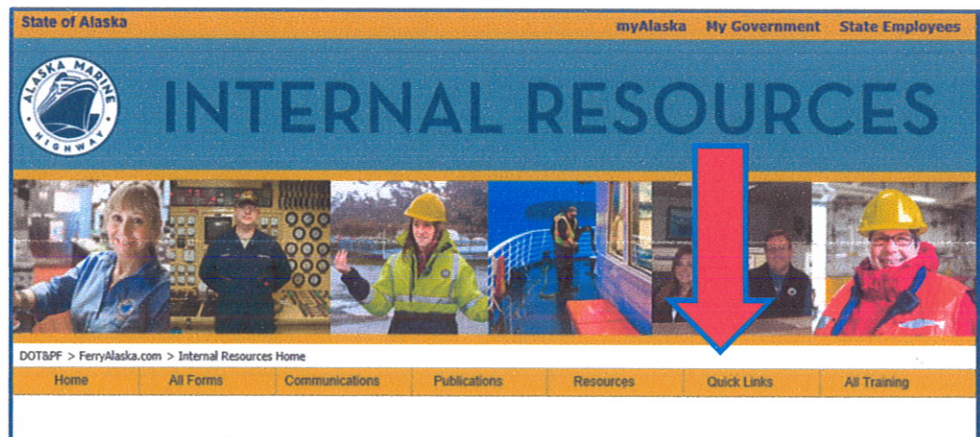**Tips & Hints:** The Internal Resources website is revised periodically, it is designed to be all inclusive, regardless of your department. To familiarize yourself, use the landing pages for each section to learn details of what is contained within each section. This allows you to navigate the website through the menu or by clicking on the section landing pages. Use the "Recent Updates" box on the homepage to jump to recently update content to become more familiar with the information presented. Requests, suggestions and comments can be provided to the webmaster email found in the footer of the site.

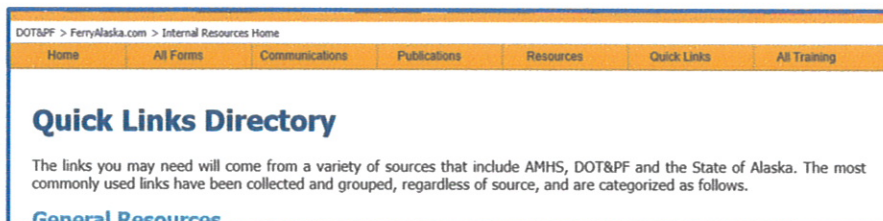## QUICK GUIDE: HOW TO RESET (MAINTAIN) YOUR PASSWORD FROM THE AMHS INTERNAL RESOURCES WEBSITE QUICK LINKS TAB

1) Once you are logged into the AMHS Internal Resources website, Go to the "Quick Links" tab (Figure 1)

**Figure 1**



State of Alaska    myAlaska   My Government   State Employees

INTERNAL RESOURCES

DOT&PF > FerryAlaska.com > Internal Resources Home

Home | All Forms | Communications | Publications | Resources | Quick Links | All Training

2) Select Technical Resources (Figure 2) from the Quick Links Directory – Hint: you can click on Quick Links (Figure 2 below) or you can use the drop down menu from Quick links

**Figure 2**



DOT&PF > FerryAlaska.com > Internal Resources Home

Home | All Forms | Communications | Publications | Resources | Quick Links | All Training

### Quick Links Directory

The links you may need will come from a variety of sources that include AMHS, DOT&PF and the State of Alaska. The most commonly used links have been collected and grouped, regardless of source, and are categorized as follows.

General Resources

3) Select SOA Password Change (Figure 3)

**Figure 3**

## Technical Resources

- Office of Information Technology Help Desk: The link to request assistance with a software or hardware issue
- FTP Website (Unsecure): The link to transfer files too large to email through FTP, without a login
- FTP Website (Password): The link to transfer files too large to email through FTP, with a login
- SOA Email FAQ's: The direct link to the FAQ's webpage regarding email information
- SOA Email Information: The link to the webpage dedicated to information regarding state email accounts
- SOA Password Change: The link where you can change your password, as required every 90 days
- SOA Password Policy: The link to a policy memo issued by the General Manager regarding SOA Passwords and AMHS employees
- SOA Webmail Email Login: The login to access your state email from any Internet connection (**USE EMAIL as Username**)
- ZendTo: The link to transfer files too large to email, using your SOA credentials to login

4) Takes user to the SOA Password Change page (Figure 4) – AMHS Employees maintain their own password here; i.e. change your expiring password and/or the password you received from the Help Desk.

**Figure 4**

Alaska Department of Administration
OFFICE OF INFORMATION TECHNOLOGY

You are here: **State of Alaska / Password / Change**

### PASSWORD CHANGE

**Password Policy Requirements**

1. Passwords have a minimum allowed length of 8 characters and are case sensitive.
2. Passwords must contain at least 3 of the following character types:
   - upper case characters: A through Z
   - lower case characters: a through z
   - digits: 0 through 9
   - special characters: ~!@#$%^&*_-+=`|\()[]:;"'<>,.?/
3. Passwords cannot contain a space.
4. Passwords cannot be set to one of the last 24 previously used passwords.
5. Passwords can only be changed once per any 24 hour period.

| | |
|---|---|
| Username | soa\jdoe or john.doe@alaska.gov |
| Current Password | |
| New Password | |
| New Password (again) | |

Change

IT Helpdesk Contact Info

**Password Change Policy:**

1. Passwords have a minimum allowed length of 8 characters and are case sensitive.
2. Passwords must contain at least 3 of the following character types:
   - upper case characters: A through Z
   - lower case characters: a through z
   - digits: 0 through 9
   - Special characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/
3. Passwords cannot contain a space.
4. Passwords cannot be set to one of the last 24 previously used passwords.
5. Passwords can only be changed once per any 24 hour period.

5) Return to the Quick Links tab (Figure 3) to access your on-line paystubs (the user id is your SOA Employee Id), your SOA webmail account (sign in with your email account first.last@alaska.gov). Use your new password for both your paystubs and your email!

## QUICK GUIDE: HOW TO ACCESS YOUR EMAIL FROM THE AMHS INTERNAL RESOURCES WEBSITE QUICK LINKS TAB

1) Go back to "Technical Resources" from the "Quick Links" Directory and select SOA Webmail Email Login

2) Takes you to the Microsoft Sign in Page – your email account should appear. If not, then select, "use another account". Login in with your email account and password. Hint: your email address is typically your name in the following format **first.last@alaska.gov** - you can look up your email address in the State Employee Directory. The directory is located on the Ferry Alaska and AMHS Internal Resources websites – look at the top left hand of the screens. There's directory also in the State of Alaska Employee Home Page http://alaska.gov/employeeHome.html

Microsoft

Sign in

Email, phone, or Skype

No account? Create one!

Can't access your account?

Sign-in options

Back    Next